



News & Action Report

The Dental Board Of California

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Ariane Terlet, DDS

Chester Yokoyama, DDS

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GOVERNOR APPOINTS NEW MEMBERS TO THE BOARD

On February 28, 2002, Governor Gray Davis announced the appointments of LaDonna Drury-Klein, Dr. Newton C. Gordon, Dr. Lawrence B. Hundley, Jr., Dr. Alan H. Kaye, and Dr. George SooHoo as members of the Dental Board.

LaDonna Drury-Klein is a registered dental assistant and serves as the Director of Continuing Dental Education at the College of Alameda. She has 18 years of clinical dental experience and 13 years of teaching experience. Ms. Drury-Klein is a member of the American Dental Assistants Association, the California Association of Dental Assisting Teachers, and the Women's American Organization for Research and Training. She has a Bachelor of Science degree from the University of Phoenix.

Dr. Newton Gordon has more than 27 years of experience in the dentistry field. He is a Clinical Professor and Chief of Dentistry in the Department of Oral & Maxillofacial Surgery at the University of California, San Francisco (UCSF), and at San Francisco General Hospital Medical Center. Dr. Gordon received the Outstanding Teacher of the Year and Mentorship Award from the UCSF School of Dentistry in 1996. He serves as a Consultant to the American Dental Association Commission on Dental Creditation, and as a Director of the California Dental Society of Anesthesiology. Since December 2001, he has served as the President of the San Francisco Dental Society. Dr. Gordon has a Bachelor of Science degree and Doctorate of Dental Science degrees from McGill University in Montreal, Canada, as well as a Master of Science degree from the University of Illinois.

Dr. Lawrence Hundley has more than 25 years of experience in dentistry as an oral maxillofacial surgeon. He is a member and past President of the Tri-County Dental Society, and also belongs to the American Association of Maxillofacial and Oral Surgery. Originally licensed as a dentist in Alabama, Dr. Hundley spent several years as Adjunct Faculty in the Department of Biological Science at Oakwood College in Huntsville, Alabama. He later served as an Associate Professor for Loma Linda University Medical Center. Dr. Hundley earned a Bachelor of Science degree and his Doctor of Dental Surgery degree from Howard University. He earned a Master of Science degree in oral surgery from Loma Linda University, and a Juris Doctorate degree from Western State College of Law.

Dr. Alan Kaye has been practicing as an oral and maxillofacial surgeon in Beverly Hills since 1977. Dr. Kaye is licensed to practice dentistry in New York, Florida, and California. He is a member of the American Dental Association, the American Association of Oral and Maxillofacial Surgeons, the California Dental Society of Anesthesiology, and the Beverly Hills Academy of General Dentistry. Dr. Kaye earned a Bachelor of Science degree from Long Island University, and his Doctor of Dental Surgery degree from Howard University.

Dr. George SooHoo has been in the practice of dentistry for more than 20 years. He is the Chief Dental Officer at the Southern Youth Correctional Reception Center and Clinic for the Department of the Youth Authority, where he is responsible for the daily operations of three youth correctional facilities in Southern California. Dr. SooHoo also served as a consultant to the Dental Board of California on enforcement issues and was a member of the Board's examining committee. Dr. SooHoo earned a Master of Business Administration degree from Oral Roberts University, and a Doctorate of Dental Surgery from Meharry Medical College.

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NEW BOARD MEMBERS (continued from page 1)

On March 21, 2002, Governor Gray Davis made three additional appointments to the Dental Board of California; Patricia Osuna, RDH, Ariane Terlet, DDS, and Chester Yokoyama, DDS.

Patricia Osuna has 24 years experience in dental hygiene. Ms. Osuna also serves on the Board of Directors for the University of Southern California (USC) School of Dentistry Alumni Association. She is a member of Colleagues in Dental Hygiene, the Los Angeles Dental Hygienists' Society, and the American Academy of Cosmetic Dentistry. She has a Bachelor of Science degree in dental hygiene from the USC School of Dentistry.

Dr. Ariane Terlet has been practicing dentistry for more than 15 years. Since 1989, she has served as the Dental Director at La Clinica De La Raza in Oakland for underprivileged people. Dr. Terlet has served as a member of the Adjunct Faculty in the Department of Community Dentistry at the University of Pacific School of Dentistry (UOP) since 1986. She has a Bachelor of Arts degree from the University of California at Berkley; she earned her Doctor of Dental Surgery degree from UOP in San Francisco.

Dr. Chester Yokoyama has been in private practice since 1978. He is a member of the American Dental Association, the California Dental Association, the Los Angeles Dental Association, and the Japanese-American Dental Association of Los Angeles. Dr. Yokoyama also serves as a member of the International Academy of Oral Medicine and Toxicology, the Holistic Dental Association, and the American Academy of Biological Dentistry. He earned his Doctor of Dental Surgery degree at the University of Southern California School of Dentistry.

Returning to the Board is **David Baron**, re-appointed by former Assembly Speaker Robert Hertzberg. David Baron is the Director of Government Affairs for the Barona Band of Mission Indians. Mr. Baron serves as public member of the Board.

Attorney **Michael Pinkerton** was appointed to the previous Board in February of 2000 and re-appointed to the new Board by the Senate Rules Committee. Mr. Pinkerton's expertise is in government affairs. He formerly acted as chief counsel to the California Legislature, and served as Deputy Attorney General for the State of California. Mr. Pinkerton is a public member.

The full Board consists of 14 members: Eight dentists, four public members, and two auxiliary members (one RDA and one RDH). Board members do not receive a salary, but are reimbursed for expenses. The first meeting of the new Board was held in Sacramento on April 24, 2002. If you would like information on future meetings, you may access the Board's website @ www.dbc.ca.gov, or call (916) 263-2300, ext. 2292

UNLICENSED PRACTICE OF DENTISTRY

Dental Board Enforcement agents Stephen Nicas and Teresa Lane arrested **Renaldo V. Enrique (aka Rene Enrique) at the Luzon Family Dental Center at 1925 W. Temple Street, Suite 214, in Los Angeles**. Following another lead, Dental Board investigator, Patrick Morrissey, arrested **Dora Miranda and Ricardo Felix** at a makeshift dental clinic located at **3787 E. Olympic Boulevard in Los Angeles**. The Dental Board Investigators, working closely with the Health Authority Law Enforcement Task Force, made arrests following a three-month undercover operation. During that investigation, both Miranda and Enrique gave separate dental diagnoses to an agent posing as a patient. Enrique was later apprehended while drilling in a patient's mouth; Felix was performing dental surgery when investigators placed him under arrest. Felix's patient was referred to LA County General Hospital for follow-up care. The Dental Board investigation revealed that Enrique was performing dentistry several days a week. Enrique, Miranda and Felix were each charged with the unlicensed practice of dentistry and could face up to one year in jail. The Board's investigation of unlicensed activity is ongoing and could result in charges against other individuals.

Consumers can report unlicensed activity by calling the Dental Board at (916) 263-2300. To determine whether an individual has a California license to practice dentistry, go to the Board's website at www.dbc.ca.gov. If you are still unsure, you may contact the Board at the above-listed number for verification.

C E REQUIREMENTS 2002

For the 2002-2004 renewal cycle, the Dental Board is requiring basic life support (CPR) as the only mandatory CE course. The CPR course can be counted as part of your 50 required units if the certificate of completion or the certification card shows the number of hours/units given for the course. California Law and Infection Control courses are not required at this time. You will be notified prior to the next renewal should the Board require any mandatory CE.

ORAL CONSCIOUS SEDATION COURSES

UCLA	April 25-27	(310) 206-8388
CME Assoc.	June 22-24	(714) 998-2208
UCSF	Nov. 11-17	(415) 476-1101

Contact the provider to know which of the three days will provide the seven units of CE required to renew an OCS certificate.

DISCIPLINARY ACTION*May 1 – December 31, 2001**B & P = Business & Professions Code
CCR = California Code of Regulations*

The Dental Board of California took the following actions from May 1, 2001 through December 31, 2001. Penalties include license revocation, suspension or probation of a licensee depending upon the nature and severity of the violation. Every effort has been made to ensure that the information provided herein is correct. Official confirmation of the status of a licensee may be obtained by contacting the Dental Board of California at (916) 263-2300.

Revocation - DDS

Adams, Karen Leona – *Los Angeles*
License Number: DDS 37161

Action: Decision effective December 31, 2001 – Revocation.

Violation: B & P Code section 1670.1 Conviction of crime substantially related to dentistry; B & P Code section 1680(r) Discipline imposed by another state which would be basis for discipline in this state.

Lee, Soo Woong – *Canoga Park*
License Number: DDS 29343

Action: Decision effective May 11, 2001 - Revocation.

Violation: Violation of terms of probation.

Probation

Cristea, Hrisula – *Santa Clara*
License Number: DDS 43133

Action: Stipulated settlement effective July 25, 2001 – Revocation stayed, three years probation.

Violation: If proven, the allegations constitute cause for discipline.

Divanbeigi, Farah – *Las Vegas NV*
License Number: DDS 42302

Action: Decision effective June 29, 2001 – Revocation stayed, five years probation.

Violation: B & P Code section 1670, Gross negligence, negligence and repeated acts of negligence.

Gomez, Mike – *Huntington Park*
License Number: DDS 31919

Action: Stipulated settlement effective September 4, 2001 – Revocation stayed, three years probation with a 30-day suspension.

Violation: B & P Code sections 1670, 1680(a) and 810, Unprofessional conduct – obtaining fee by fraud or misrepresentation.

Greer, David Thomas – *Bakersfield*
License Number: DDS 32310

Action: Stipulated settlement effective September 4, 2001 – Revocation stayed, five years probation with 30-day suspension.

Violation: If proven, allegations constitute cause for discipline.

Gutgarts, Eliozar M. – *Los Angeles*
License Number: DDS 32312

Action: Stipulated settlement effective September 4, 2001 – Revocation stayed, five years probation with 30-day suspension.

Violation: If proven, allegations constitute cause for discipline.

Huynh, Quang Ngoc – *Milpitas*
License Number: DDS 48424

Action: Stipulated settlement effective June 11, 2001 – Revocation stayed, three years probation.

Violation: B & P Code section 480(a) (1) - conviction of a crime constituting grounds for denial of a license.

Kim, Dae Huyn – *Bell Gardens*
License Number: DDS 43705

Action: Stipulated settlement effective June 11, 2001 – Revocation stayed, seven years probation with 30-day suspension and restricted practice.

Violation: B & P Code section 1670.1, Conviction of a crime substantially related to the duties of a dentist; B & P Code section 1670, Unprofessional conduct, act of gross immorality; B & P Code section 1670 1680(e) and 726, Unprofessional conduct, sexual abuse and misconduct with a patient.

Panlilio, Mary Galvan – *Seaside*
License Number: DDS 43153

Action: Decision effective December 30, 2001 – Revocation stayed, three years probation.

Violation: B & P Code section 1680 (b) Employing unlicensed person; B & P Code section 1680(c) Aiding and abetting an unlicensed person.

Pickril, John C. – *San Diego*
License Number: DDS 31044

Action: Stipulated settlement effective July 12, 2001 – Revocation stayed, five years probation with 30-day suspension.

Violation: B & P Code section 1670, unprofessional conduct.

Pryor III, Cornelius – *Los Angeles*
License Number: DDS 35538

Action: Stipulated settlement effective October 24, 2001 - Revocation stayed, five years probation.

Violation: If proven, allegations constitute cause for discipline.

Voluntary Surrender

Cheng, Samuel K. – *W. Los Angeles*
License Number: DDS 21356

Action: Stipulation settlement effective October 24, 2001 - Voluntary Surrender.

Hamer, Robert L. – *Oakdale*
License Number: DDS 25897

Action: Stipulation effective October 24, 2001 – Voluntary Surrender.

Continued next page

Disciplinary Action (continued)

Hamilton, Peder H – Campbell

License Number: DDS 24668

Action: Stipulated settlement effective September 20, 2001 – Voluntary surrender.**Gruer, Barry Howard- San Diego**

License Number: DDS 22359

Action: Decision effective December 29, 2001 - Voluntary surrender.**Thomassen, Paul -S..San Francisco**

License Number: DDS 11658

Action: Stipulated settlement effective December 29, 2001 Voluntary surrender.**Revocation-RDA/RDH****Barnes, Carolyn M. – Ripon**

License Number: RDA 49887

Action: Default effective December 29, 2001 – Revocation.**Violation:** B & P Code section 490 Conviction of crime for violation of B & P Code section 4233 – False representation as lawful prescriber.**Cook, Sandra Lee – Tehachapi**

License Number: RDA 24456

Action: Default effective September 4, 2001 – Revocation.**Violation:** B & P Code section 1670.1, Conviction of a crime related to dentistry; B & P Code sections 1680 (m), 1681(a), (c) unprofessional conduct.**Forman, Sheri L. – El Dorado Hills**aka **Foreman, Sheri Lynn,**aka **Foreman, Shri Lyn,**aka **Keller, Sheri Lynn,**aka **Keller, Sherrie Lyn,**aka **Skinner, Sheri L.,**aka **Skinner, Sheri Lynn**

License Number: RDA 39290

Action: Default effective September 20, 2001 – Revocation.**Violation:** B & P Code section 1670.1 – Conviction of a crime related to dentistry; B & P Code section 480 (c) - Making false statement of fact on license application; B & P 1680(w) Fraud in obtaining license.**Gilliam, Georgina R. – Laguna Hills**

License Number: RDA 54245

Action: Decision effective July 11, 2001 – Revocation.**Violation:** Violation of terms of probation.**Habrecht, Colleen Ann – Encinitas**

License Number RDH 7492

Action: Default effective September 20, 2001 – Revocation.**Violation:** B & P Code section 1681 (a) Unprofessional conduct; B & P Code section 1681(b) Use of controlled substances; B & P Code section 1680(e) - Gross immorality; 1680(m) Violation of laws regulating controlled substances.**Mancill, Sandra Dee - Sacramento**

License Number: RDA 11207

Action: Decision effective December 30, 2001 – Revocation.**Violation:** B & P Code section 1670 and 477(b) - Unprofessional conduct; B & P Code section 1670.1 – Conviction of crime; B & P Code section 1680(m) - Unlawful procurement of controlled substance.**Self, Angela – Bakersfield**

License Number: RDA 45987

Action: Default effective September 4, 2001 – Revocation.**Violation:** B & P Code section 1670.1- Conviction of a crime related to dentistry; B & P Code section 1681 (c) Unprofessional conduct.**DENTAL MATERIALS FACT SHEET**

The Dental Materials Fact Sheet (DMFS) was sent to all licentiates on October 31, 2001, as a 4-page pull-out. Business & Professions Code section 1648.15, effective January 1, 2002, requires the following:

- ✓ The dentist must provide the fact sheet to every new patient and to patients of record before performing dental restoration work. The dentist needs to provide the fact sheet to each patient only once.
- ✓ The patient must sign an acknowledgment of receipt of the fact sheet and a copy of the acknowledgment must be placed in the patient's dental record.
- ✓ If the Board updates the fact sheet, the updated fact sheet must be given to patients in this same way.
- ✓ The dentist must also provide the fact sheet to the patient upon request.

The dentist is responsible for copying the fact sheet for distribution. The fact sheet is currently available only in English. A Spanish version will be available sometime in May 2002.

NOTE: Suggested wording for "Patient Release Form" – "*I have received a copy of the Dental Materials Fact Sheet as required by law*" – Provide a line on the bottom of the label for signature and date. OR, you may have a stamp made with appropriate wording, stamp the patient record and obtain a signature and date.

If you have not received your copy of the DMFS, or have questions, please call (916) 263-2300, ext. 2309 or go the the Board's website @ www.dbc.ca.gov. and click on News and Information.

LICENSURE BY CREDENTIAL

Effective July 1, 2002, Senate Bill AB 1428 authorizes the Dental Board to issue a license (without examination) to those out-of-state licensees who wish to practice in California and meet the following qualifications:

- ✓ A completed application form and all fees required by the Board;
- ✓ Proof of a current license issued by another state to practice dentistry, that is not revoked, suspended or otherwise restricted;
- ✓ Proof that the applicant has been in clinical practice, or a full-time faculty member in an accredited dental education program for a minimum of 1,000 hours per year for at least five years preceding the date of his or her application. The requirement for clinical practice may be fulfilled by submission of any of the following:
 1. By demonstrating completion of an accredited residency training program (may fulfill two of the five years required)
 2. Allows the applicant, after providing proof of at least two years of clinical practice or two years of credit pursuant to #1 (above), to commit to completing the remainder of the five-year requirement by filing a copy of a pending contract to practice dentistry full time in a clinic, or,
 3. Proof of at least two years of clinical practice or two years of credit pursuant to #2 (above), to commit to completing the remainder of the five-year requirement by filing with the Board a copy of a pending contract to teach or practice dentistry full time in an accredited dental education program approved by the Board.
- ✓ Proof that the applicant has not been subject to disciplinary action by any state in which he or she has practiced or is currently practicing. If the applicant has been subject to disciplinary action, the Board must review the information to determine if it warrants refusal to issue a license to the applicant.
- ✓ Proof that the applicant has not failed the licensing exam to practice dentistry in California within 5 years prior to application.
- ✓ Documentation of 50 units of continuing education completed within 2 years of the date of application and includes any mandatory coursework as required by the Board.
- ✓ A signed release allowing disclosure of information from the National Practitioner's Data Bank and verification of registration with the Federal Drug Enforcement Agency.
- ✓ Any other information as specified by the Board or required for applicants for licensure by examination.

The Board anticipates the completion of the regulations and the application packet by October or November 2002. If you wish an application packet, please call or write after November 2002.

NEW ON THE BOARD'S WEBSITE

www.dbc.ca.gov

- ⇒ Updated Dental Materials Fact Sheet (2001)
- ⇒ On-line Licensure Renewal and Change of Address
- ⇒ Application for a Fictitious Name Permit
- ⇒ Application for Mobile Dental Clinics
- ⇒ Application for Additional Dental Office
- ⇒ Press Releases for 2002
- ⇒ August 2001 Newsletter/January-March 2002 Newsletter

REMINDER – Information on California licensed dentists is available on the Board's website at www.dbc.ca.gov.

NEW LEGISLATION

Effective 2002

BOARD MEMBERS

AB 447 (Firebaugh) requires that one of the eight practicing dentists on the Board must be practicing in a non-profit clinic. The bill also requires that the new Board include a member of the faculty of any California dental college.

ADDITIONAL OFFICES

AB 497 (Gallegos) repeals the requirement for dentists to be in each additional office at least 50% of the time the practice is open for dentistry. The new law allows a dentist to have numerous offices as long as ownership information is posted in plain view for patients/consumers to see.

UNPROFESSIONAL CONDUCT

AB 564 (Lowenthal) expands the unprofessional conduct code for failure to report the death of a patient. Business & Professions Code section 1680(z) is amended to read: "The failure to report to the board in writing within seven days any of the following: (1) the death of his or her patient during the performance of any dental procedure; (2) the discovery of the death of a patient whose death is related to a dental procedure performed by him or her; or (3) except for scheduled hospitalization, the removal to a hospital or emergency center for medical treatment for a period exceeding 24 hours of any patient to whom oral conscious sedation, conscious sedation, or general anesthesia was administered, or any patient as a result of dental treatment. With the exception of patients to whom oral conscious sedation, conscious sedation, or general anesthesia was administered, removal to a hospital or emergency center that is the normal or expected treatment for the underlying dental condition is not required to be reported. Upon receipt of a report pursuant to this subdivision the board may conduct an inspection of the dental office if the board finds it necessary."

LOAN FORGIVENESS PROGRAM

AB 668 (Chan) On or before June 30, 2002, the Office of Statewide Health Planning and Development shall report to the Legislature on the feasibility of establishing a California dental loan forgiveness program. A dentist shall be eligible to participate in the program if he or she provides full-time or half-time dental services in either of the following:

1. A dental health professional shortage area established pursuant to Section 254(a) of Title 42 of the United States Code.
2. An area of the state where unmet priority needs for dentists exist as determined by the Health Manpower Policy Commission pursuant to Section 128255.

Matching funds to repay a portion of the dentist's outstanding loan amount shall be required from the practice site areas or from other private nonprofit sources.

LICENSURE BY CREDENTIAL

AB 1428 (Aanestad) Effective July 1, 2002, the Board is authorized to issue a license without examination to those out-of-state licensees who wish to practice in California and meet the qualifications. (*see page 5 for criteria*)

EXAMS

SB 134 (Figueroa) This bill extends to January 2004, the provision that an applicant who fails the licensing exam after four attempts is not eligible for further examination until he or she has successfully completed at least two academic years of education at an approved dental school.

RDAs

SB 134 requires that by January 1, 2005, registered dental assistants must provide evidence of successful completion of Board-approved courses in radiation safety and coronal polishing. For RDA applicants, it reduces the required amount of qualifying work experience (as a substitute for education) from 18 months to 12 months.

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NEW LEGISLATION (continued)**DENTISTS (SB 134)**

Effective January 1, 2002, each dentist who performs restorative dental work involving amalgams, must provide each patient of record and any new patient with the new *Dental Materials Fact Sheet (DMFS)*. The dentist must obtain the patient's signature and date on a signed acknowledgment stating that the patient has received a copy of the form. For further information, or to obtain a copy of the Fact Sheet, call Patricia Lux @ (916) 263-2300, ext. 2309. Currently, the DMFS is available only in English.

DISABILITY WAIVER

SB 724 (Figueroa) This bill authorizes the Board to waive 50% of the renewal fee for disabled dentists. Any licensee who demonstrates to the satisfaction of the Board that he or she is unable to practice dentistry due to a disability, may request the 50% waiver. The granting of a waiver is at the discretion of the Board and the waiver may be terminated at any time. Regulations implementing this program should be in place prior to the end of this year.

ORAL CONSCIOUS SEDATION

SB 724 eliminates the provision that requires documentation of 10 cases of the administration of pediatric oral conscious sedation prior to obtaining an Oral Conscious Sedation certificate from the Board.

EXAMINERS ADMINISTERING LICENSURE EXAMS

SB 724 adds to the Business and Professions Code, section 1621, which requires that a dentist who wishes to serve as an examiner must have practiced at least five years and hold no position as an officer or faculty member of any college, school or institution providing instruction.

PHYSICIAN'S GENERAL ANESTHESIA PERMIT

SB 724 also extends to the year 2007, the provision of the law that allows physicians to administer general anesthesia in dental offices.

Dental Material Fact Sheet (DMFS)

Frequently Asked Questions:

What is the Dental Materials Fact Sheet?

In 1992, the Legislature passed a law requiring the Dental Board to develop and distribute a fact sheet describing & comparing the various types of dental restorative materials used in repairing a patient's teeth. The fact sheet is intended to encourage discussion between the patient and dentist regarding the materials and options. An independent consultant developed the fact sheet using a number of peer-reviewed scientific articles.

What if I disagree with the DMFS, do I still have to provide it to my patients?

Yes – SB 134, signed by Governor Davis in October 2001, requires each dentist to provide a copy of the DMFS to new patients or patients of record prior to any restorative work. The dentist must obtain a signed acknowledgement that the patient has received the fact sheet. The acknowledgement must be placed in the patient's record. The suggested wording for the release form is "*I have received a copy of the Dental Materials*

Fact Sheet dated October 2001." Provide space below for a signature line and date. Some of the dental societies are offering a pre-printed stamp with the proper language for a small fee. Call your local dental society to request the order form.

I don't place amalgams, or I do only orthodontics – am I exempt?

NO – The law specifically states the DMFS should be provided prior to the performance of dental restoration work. This includes fillings, including amalgams, composites, crowns, bridges, onlays and veneers.

The majority of my patients are Hispanic. Is the DMFS going to be provided in Spanish or any other language?

Currently, the DMFS is available only in *English*.

However, the Dental Board is translating the fact sheet into Spanish. The Spanish version should be available in May. If your practice requires the DMFS in Spanish, please call Oralia Moya at extension 2328 for a copy. Meanwhile, you will have to explain dental materials options to the patient in the same way you would communicate to obtain patient history.

For further information, you may call (916) 263-2300, ext. 2309.

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ON-LINE PROFESSIONAL LICENSING FOR DENTISTS

“One Stop Electronic Shopping”

Recognizing the importance of providing services to consumers in the most efficient and streamlined process, the Dental Board is currently participating in an online licensing pilot project. The pilot provides licensees the benefits of processing online applications for license renewals, requests for duplicate licenses and changes of address. To access the site for electronic renewal, go to the Dental Board’s website at www.dbc.ca.gov. or www.ca.gov.

You may renew on-line if :

- * Your license expires within the next three (3) months.
- * Your license is delinquent by no more than two (2) years.
- * You have no outstanding fines with the Dental Board.

FIRST TIME USERS – (Renewals Only) need:

- * Dental license number (Example: DDS12345)
- * Social Security Number
- * Credit Card Information
- * An e-mail Address (all lower-case letters)

RETURNING USERS

- * User ID
- * Password
- * Credit Card Information

If you renew online, the system will provide a printed receipt (via your printer) which is your proof of payment. If you need assistance in the process, you may contact the Department of Consumer Affairs e-Government (916) 322-7834 between the hours of 8-5, M-F, or e-mail your questions to egov@dca.ca.gov.